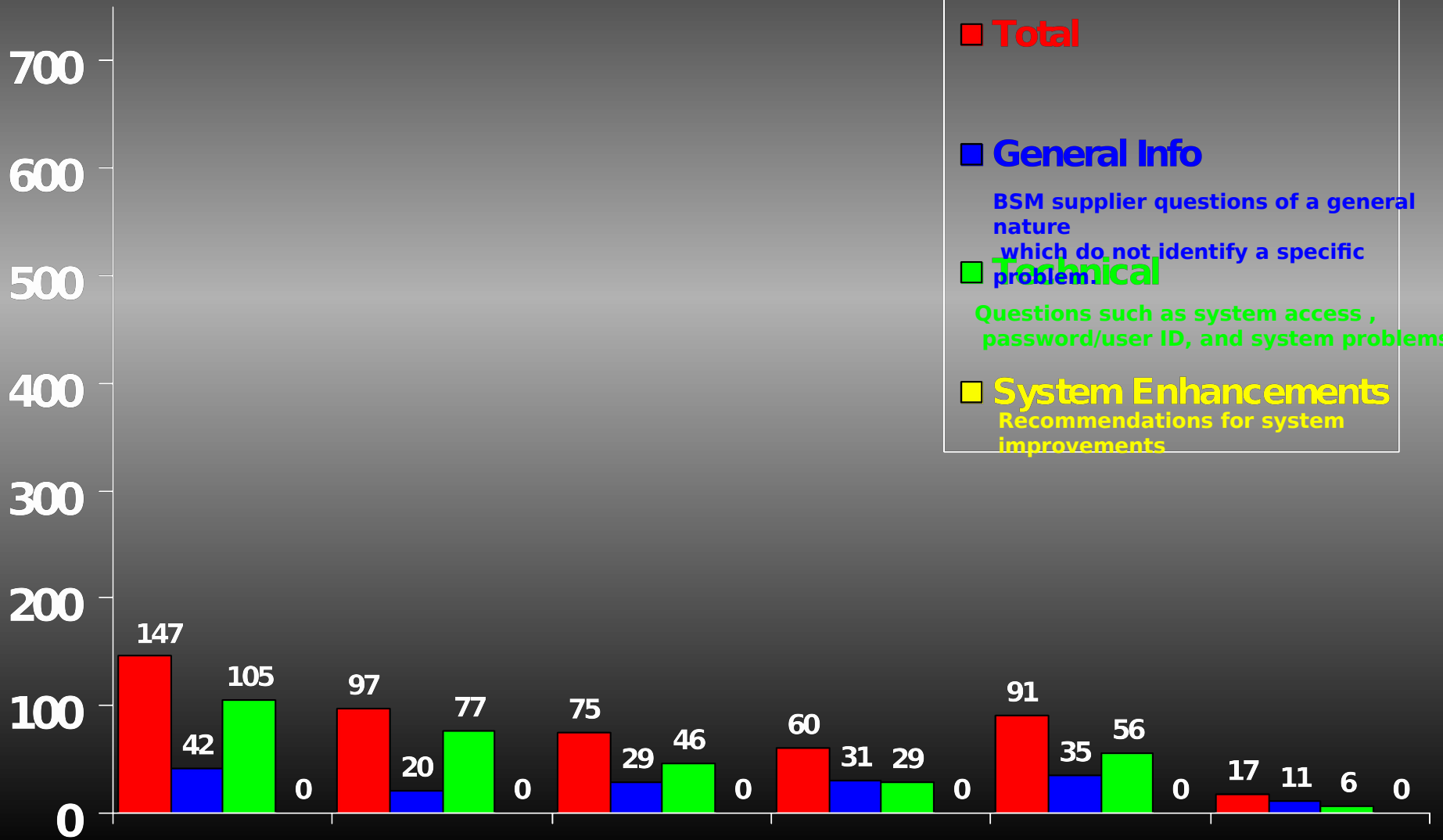




# SRweb RELATED CONTACTS

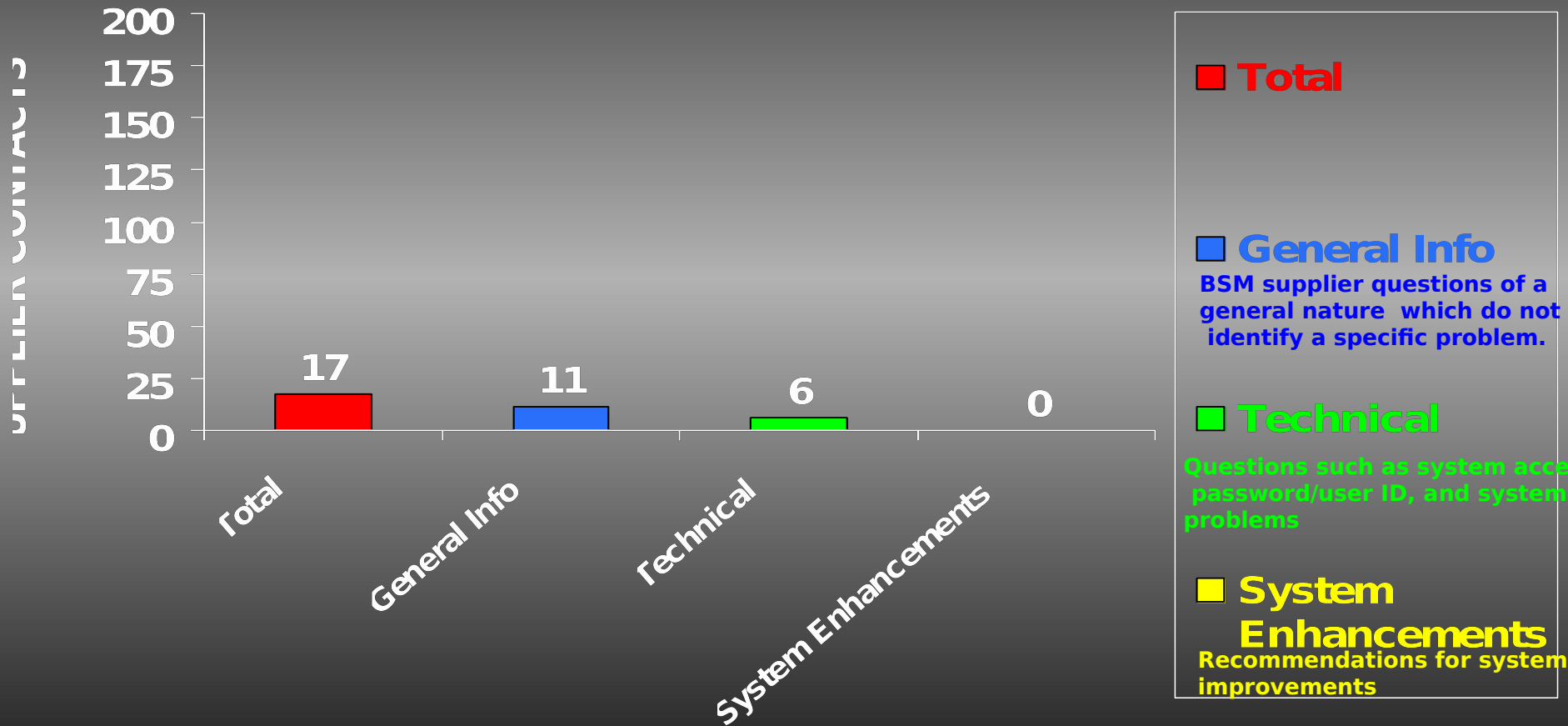
As of 4 Mar 04





# SRweb RELATED CONTACTS

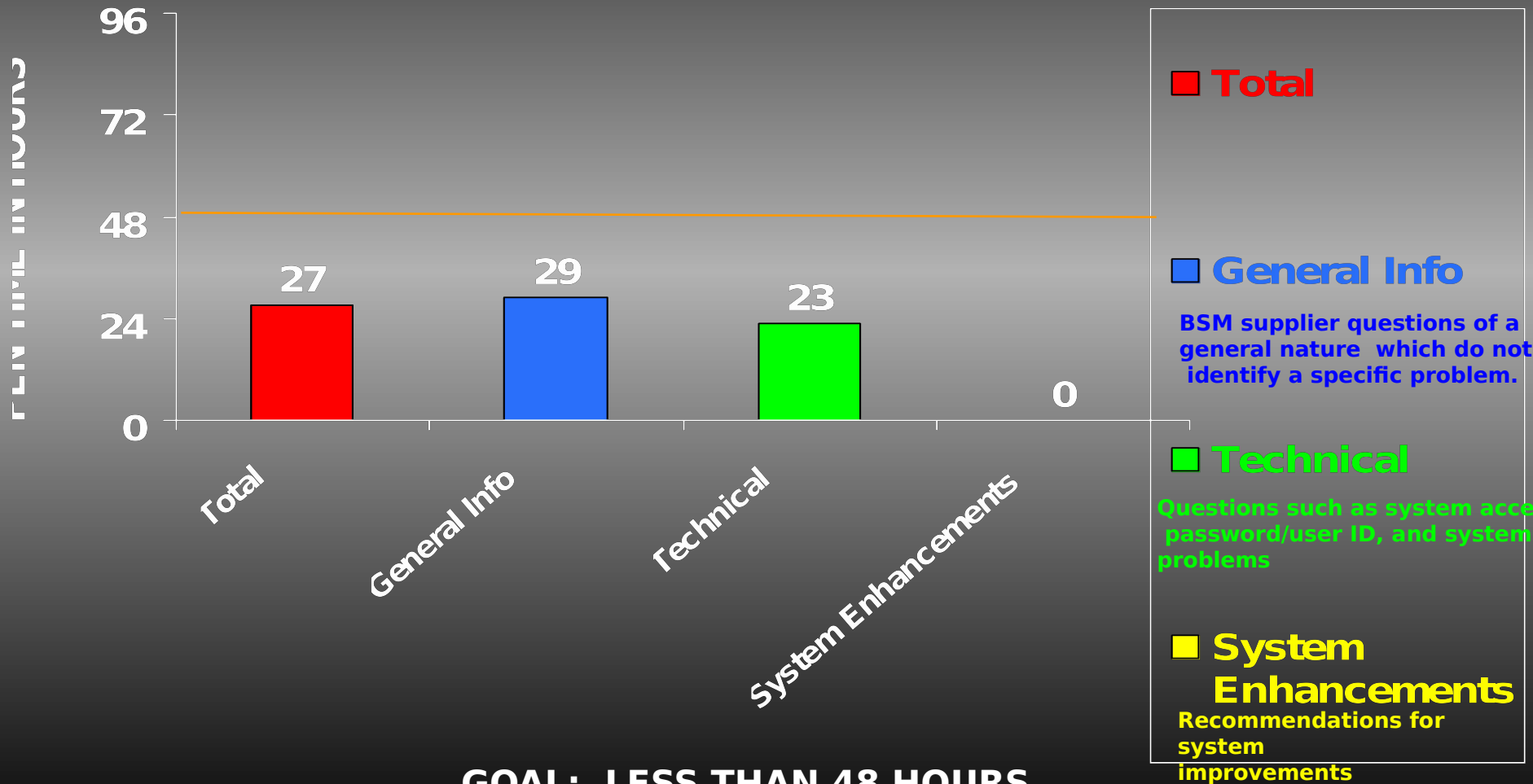
WEEK OF 27 Feb - 4 Mar 04





# SRweb ISSUES

Average Resolution Time  
27 Feb - 4 Mar 04

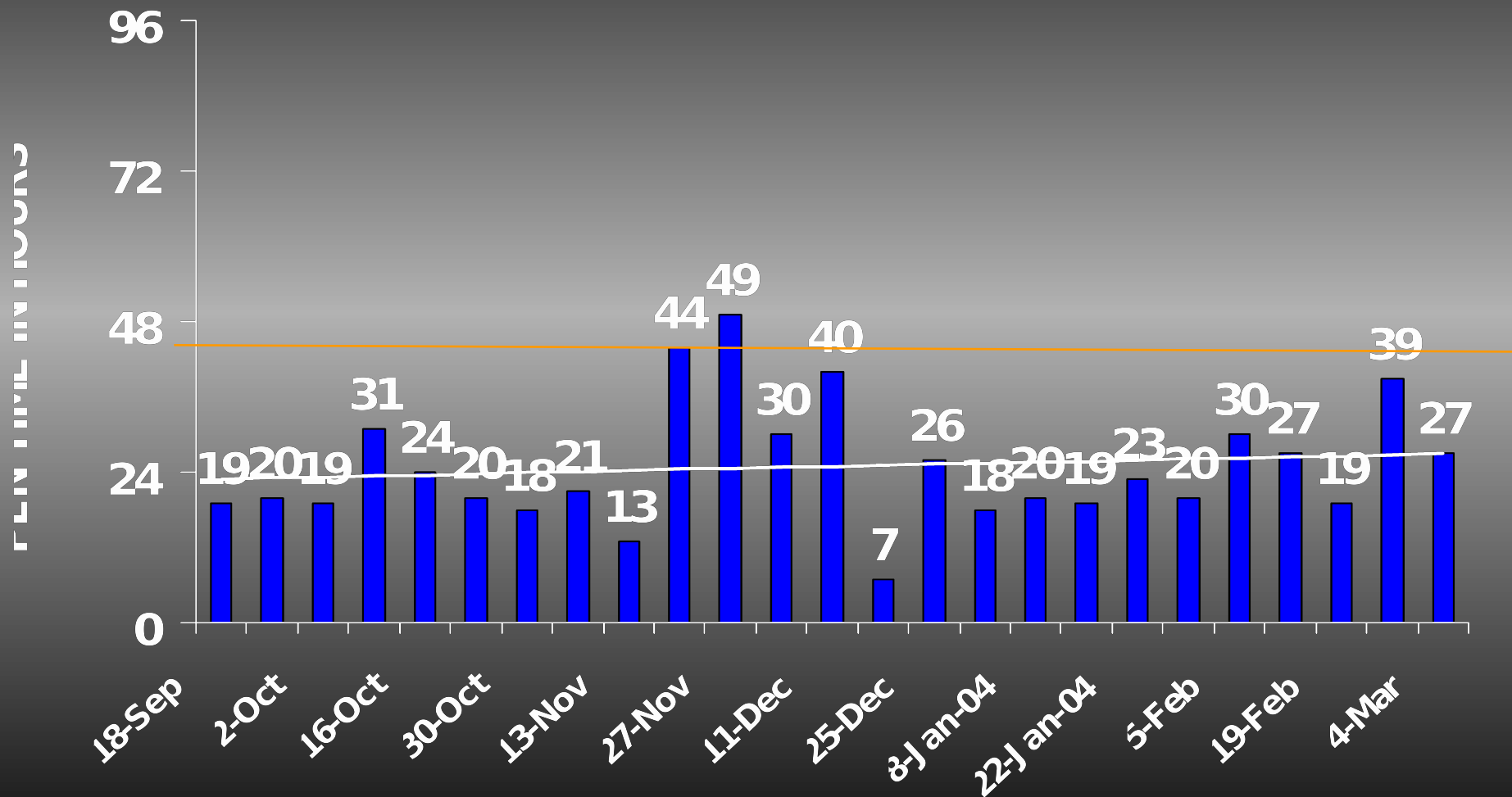


**GOAL: LESS THAN 48 HOURS**



# SRweb ISSUES

## Average Resolution Time (Trend)



**GOAL: LESS THAN 48 HOURS**



# AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR SUSPENSE

AS OF 13 - 19 Feb 04

